**OALCF Task Cover Sheet**

**Task Title:** Complaint Handling

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| **Learner Name:** | |
| **Date Started:**  **Date Completed:**  **Successful Completion:** Yes\_\_\_ No\_\_\_ | |
| **Goal Path:** Employment **✓** Apprenticeship\_\_\_ Secondary School Post Secondary Independence\_\_\_ | |
| **Task Description:** Read about and understand different complaint procedures | |
| **Competency:**  A: Find and Use Information  B: Communicate ideas and Information | **Task Group(s):**  A1: Read continuous text  A2: Interpret documents  B1: Write continuous text |
| **Level Indicators:**  A1.1: Read texts to locate and connect ideas and information  A2.2: Interpret simple documents to locate and connect information  B1.1: Write brief texts to convey simple ideas and factual information | |
| **Performance Descriptors:** see chart on last page | |
| Materials Required:learner instructions and informationpen or pencil | |

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**Learner Information and Tasks:**

**Print Page 3 of the PDF file -** Section 1: Process and Accountability.

It was too large to upload in Word to the Portal.

**Task 1:** Read the document “Section 1: Process and Accountability.” What are the three stages of complaint handling?

**Task 2:** Who is responsible for signing off on complaints at the investigation level?

**Task 3:** What two internal complaints procedures does this model provide organizations?

**Task 4:** How many days will a response take for a serious issue that has not been resolved on the frontline?

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**Answer Key**

**Task 1:** The three stages of complaint handling are frontline resolution, investigation, and independent external review.

**Task 2:** Senior management is responsible for signing off on complaints at the investigation level.

**Task 3:**  The two opportunities this model provides organizations with to deal with complaints internally are frontline resolution and investigation.

**Task 4:** A definitive response will be provided within 20 working days for a serious issue that has not been resolved on the frontline.

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| Performance Descriptors | | **Needs Work** | **Completes task with support from practitioner** | **Completes task independently** |
| A1.1 | * Identifies the main idea in brief texts |  |  |  |
|  | * Scans text to locate information |  |  |  |
| A2.2 | * performs limited searches using one or two search criteria |  |  |  |
|  | * extracts information from tables and forms |  |  |  |
|  | * locates information in simple graphs and maps |  |  |  |
|  | * uses layout to locate information |  |  |  |
|  | * makes connections between parts of documents |  |  |  |
|  | * makes low-level inferences |  |  |  |
| B1.1 | * Write brief texts to convey simple ideas and factual information |  |  |  |
|  | * Demonstrates a limited understanding of sequence |  |  |  |
|  | * Uses highly familiar vocabulary |  |  |  |

**This task:** was successfully completed\_\_\_ needs to be tried again\_\_\_

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| Learner Comments |
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#### Instructor (print) Learner Signature